

**DOUGLAS COUNTY ADMINISTRATIVE
POLICIES AND PROCEDURES**

NUMBER: 100.28
EFFECTIVE DATE: 09/21/00
REVISED: 06/05/03, 08/05/04,
02/16/12
AUTHORITY: BOCC
COUNTY MANAGER: Sam

SUBJECT: USE OF COMMUNICATION DEVICES

Page 1 of 3

I. PURPOSE

- A. The effective management and application of communication devices and services (including all mobile devices, such as cellular telephones, smart phones, and tablets) improves the quality of service delivered to Douglas County citizens, the productivity of the County workforce, and the general cost effectiveness of the County operation. The County's use of mobile devices is increasing as employees are asked to do more with less. Mobile device technology provides assistance with disaster recovery and other "non-scheduled" communication needs, offering portable alternatives for immediate communication, and enabling time and distance to be managed more effectively.
- B. The purpose is to establish a policy regarding the use of communication devices and services to include: mobile devices, such as cell phones, smart phones, and tablets; wire-line and wireless telephones; modems; voice mail; paging; fax; data wireless cards; radios; and other communication devices.

II. POLICY

- A. Communication devices, including mobile devices, are provided by the County with the intent to allow an employee to more efficiently conduct official County business.
- B. The policy covers all personnel to whom these devices are issued for conducting their County business as well as those employees charged with the administration and maintenance of this equipment. The policy also references employees charged with the supervision and administration of the employees to whom equipment is issued.
- C. If it has been determined by the Elected Official or department head, on a case-by-case basis, that an employee needs to have a mobile device for County business purposes, the employee may choose to receive a County-owned mobile device and adhere to all required audit and use procedures detailed in this policy or may elect to receive a stipend from the County (as detailed in policy 100.29) for the usage of their personal mobile device for County business purposes.
- D. Employees are prohibited from downloading and installing unapproved and unauthorized software applications on County mobile devices.
 - 1. Upon activation, Technology Services Department personnel will install anti-virus, security software, and/or encryption onto each communication device, as

applicable. Employees must not un-install or de-activate any anti-virus or security software loaded onto the communication device, or perform any other activity that defeats any process to update virus signatures or other security systems installed by the Technology Services Department.

2. Employees may not connect, dock or otherwise synchronize any mobile device with any privately-owned, County, or non-County computer, laptop, server, system or network, without the prior consent of the Information Technology (IT) Manager, or his/her designee.
3. The Technology Services Department reserves the right to refuse network connection for any communication device when not in compliance with this policy. The network connection will be re-enabled only after the Technology Services Department verifies the security status to be in compliance.
4. Employees provided with County mobile devices are responsible for the safe keeping of those devices. Employees are to keep the devices on their person at all times when traveling. Employees are responsible for replacing lost or stolen mobile devices.
5. In the event a County mobile device is lost, stolen or misplaced, the Communications Manager should be notified immediately (regardless of time of day) so that appropriate steps can be taken to remotely trigger the timely deletion of all sensitive, proprietary or confidential information contained on the mobile device.
6. When driving a County vehicle, mobile device usage is prohibited. Employees are to pull off the road safely and be parked in a safe location before texting and/or receiving or placing a phone call. Employees may talk on mobile devices with a hands-free adaptor.

E. DISCLOSURE

Electronic communications are not private or confidential. Any information located on a county communication device is the property of Douglas County and may be considered a public record. There are no rights to individual privacy on a county communication device. Any confidential, personal information located on the communications device could be considered public record and disclosed to third parties.

III. PROCEDURE

- A. It is the responsibility of the Elected Official, department head, manager, and/or supervisor to monitor their department's phone and data services usage and the ongoing cost of those services, and take appropriate action to remedy any misuse of a communication device by their employees.
- B. The Communications Division may, on occasion, audit phone and data service usage, without notice to the department or employee, to ensure appropriate usage plans are selected and proper use of the communication device.
- C. The Communications Division shall establish the rate plan for mobile device service based on the most economical plan for usage history. An Elected Official or department head may request a plan upgrade or downgrade.

- D. The Communications Division is only responsible for identifying compatible platforms, purchasing equipment and supporting County mobile devices. The Communications Division is not responsible for determining employee eligibility or allocating funds to pay for mobile devices, accessories and/or service fees. The requesting Elected Official, department head, manager, or supervisor must allocate funds from his/her department's operating budget to cover costs arising from the mobile device request.